



October 13, 2008

**RE: Additional Solution for Access to Member Eligibility and Claims Status Information Now Available**

Dear Passport Health Plan and/or Passport Advantage Provider:

As part of the AmeriHealth Mercy family of companies, Passport Health Plan (PHP) and Passport Advantage (PAD) are pleased to announce NaviNet services are now available through NaviMedix.

**What is NaviNet?**

**NaviNet is a free, web-based solution for provider access to electronic transactions and information through a multi-payer portal.** NaviNet offers PHP and PAD providers an additional option for accessing member, Plan, other administrative information, and services such as:

- Eligibility Inquiries
- Information on Patient Third Party Liability (TPL)
- Claims Status Inquiry

**How to Get Started**

To connect to the NaviNet web site and registration process, please visit [www.passporthealthplan.com/providercenter](http://www.passporthealthplan.com/providercenter) and select the link to NaviNet under “Secure Services.”

**Impact on Existing Electronic Applications**

Please note, the existing solutions for provider access to member eligibility and claims status information will continue to be offered. As a reminder, these solutions include:

1. **Online** – check eligibility and/or claims status by logging in under the “Secure Services” on the provider page of the Plan’s web site at [www.passporthealthplan.com/providercenter](http://www.passporthealthplan.com/providercenter).
2. **Telephone** – you may also check eligibility and/or claims status by calling our interactive voice response (IVR) system at (800) 578-0775, option 1.
3. **Real-Time** – depending on your clearinghouse or practice management system, real-time eligibility and claims status information is available to participating providers. Contact your clearinghouse to access:
  - Emdeon Products for member eligibility and claims status transactions.
  - Zirmed Products for member eligibility transactions.
  - All other clearinghouses: Ask your clearinghouse to access transactions through Emdeon.

As always, thank you for joining us in serving Kentucky’s Medicaid community. If you have any questions regarding this communication, please contact your Provider Relations representative or the Provider Relations department at (502) 585-7943.

Sincerely,

A handwritten signature in cursive script that reads "Denise Schifano".

Denise Schifano  
Associate Vice President, Provider Relations

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